

Position Description

Organisation	Mount Gravatt Community Centre Inc. (MGCCI)
Position	Support Worker
Team	Home Care
Location	1693 Logan Rd, Mount Gravatt 4122
Reports to	Home Care Coordinator
Status	Fixed Term Full-time
Award	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Level	2.1
Approved by	Debra Crompton
Approval date	18/5/20
Overview of MGCCI	
<p>Our aim is to enhance the wellbeing and quality of life of older people, people with disabilities, their carers and family by providing information, referral and assistance with daily living so they can remain independently at home and in the community. MGCCI's service delivery model is driven by a belief that our continued relevance and viability is reliant on our ability to respond to individual, family and community needs in a holistic, encompassing manner. It reflects three facets we believe critical to a satisfying life:</p> <ul style="list-style-type: none"> • Connectedness – a sense of belonging and feeling connected to others and community • Individual Support – services that people specifically need to live safely in their community • Mobility / Access – people's ability to get out and about in their community <p>Our goal is for everyone coming to MGCCI to receive a consistent message about our role and support plus engage with each person in a way that looks at that individual's holistic need, which can be more than the need or reason they present with.</p>	
Our Mission & Vision	
<p>Mission: To be welcoming and accessible to our communities, through flexible and responsive approaches, that provides a place and space for everyone.</p> <p>Vision: To strengthen our communities' capacity in an inclusive way that enhances quality of life.</p>	
Our Values	
<p>We are Creative – we are committed to new ways of responding to changing needs and environments</p> <p>We are Collaborative – we seek opportunities to build partnerships that strengthen our capacity to respond</p> <p>We are Welcoming – we embrace diversity and provide a safe, accessible space for everyone</p> <p>We have Integrity – we are committed to a culture of honesty, accountability, and justice – we do the right thing</p> <p>We show Respect – we aspire to honour human uniqueness and uphold the dignity of all individuals -we listen and encourage inclusive participation</p> <p>We are Sustainable – we meet the needs of the present and plan for organisational and community viability</p>	
Primary purpose of the role	
<p>The support worker's purpose is to enable people to enjoy a full, rewarding and independent life, while being empathetic and compassionate. The Support Worker is required to provide personal support to people living in their own home in the community, including a range of personal care supports, domestic support and local community and lifestyle support. The Support Worker works independently in client homes based on needs identified in the Home Care Support Plan, using a person-centred approach. The Support worker is passionate about empowering consumers and making a difference in their lives through compassionate service delivery.</p>	

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Key responsibilities

- Provide support with showering, bathing, toileting, dressing, shaving and personal grooming needs.
- Provide mobility assistance including transfers (e.g. to/from bed, to/from wheelchair/mobility aid, to/from toilet).
- Provide support with meal preparation and consumption.
- Provide domestic assistance including vacuuming, sweeping, mopping, dusting and cleaning the bathroom, toilet, kitchen and laundry facilities.
- General laundering of personal clothing, bed linen and towels.
- Provide support with grocery shopping, banking, attending appointments, payment of accounts.
- Work with the individual and their carers to identify meaningful and stimulating activities based on the individual's needs, choices, interests and lifestyle.
- Provide support with attending community based activities such as interest and support groups/networks.
- Collect client contributions, record and receipt, providing the receipted funds to the centre as soon as possible
- Provide quality consumer focussed care with the ability to effectively engage and empower consumers, their carers and community members in accordance with agreed policy, criteria and guidelines
- Use a Wellness and Reablement approach to develop individual client care plans which identify client and/or carer needs and capacities, hopes and concerns including service recommendations that seek to build on existing strengths and interests to maintain independence.
- Contribute to the development, monitoring and review of Home Care Support Plans, in consultation with the Home Care Coordinator and including the involvement of clients' and their carers as required.
- Provide regular updates to the Home Care Coordinator regarding changes to care needs and the effectiveness of the Home Care Support Plan.
- Regularly seek client feedback on how well their needs are met by the support provided.
- Undertake risk management planning when performing any activity, taking all necessary steps to control and minimise all relevant risk to self, other employees, contractors, clients, and the general public, as well as to personal, MGCCI, public and private property, when undertaking any MGCCI employment-related functions.
- Ensure appropriate program documentation is maintained in MGCCI's internal client management system as required to meet statutory requirements, including statistical data for reporting purposes.
- Provide feedback on the effectiveness and efficiency of service delivery and work with other team members and the Home Care Coordinator to implement strategies to improve the service.
- Personal conduct is ethical and consistent with MGCCI's Code of Conduct and corporate values of consumer focus, teamwork, punctuality, attendance, willingness to learn, adaptable to change and minimising risk.
- Maintain strict client confidentiality while reinforcing the client's rights and responsibilities.
- Manage personal workload and process expectations within timelines, available resources and overall policies whilst maintaining a consumer focussed service.
- Analyse problems and difficult situations and seek solutions that effectively address the issue and are resource efficient.

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Selection Criteria			
<ol style="list-style-type: none"> 1. Demonstrated experience and knowledge of the issues confronting vulnerable community members and a demonstrated capacity to bring empathy and compassion 2. Demonstrated experience in improving independence and well-being through the implementation of the Home Care Support Plan 3. An understanding of the compliance framework within the community sector that includes the Aged Care Act, WH&S, anti-discrimination legislation, etc. 4. Skills in managing time, setting priorities, planning and organising your own work and adapting to change 			
Essential Requirements			
<ul style="list-style-type: none"> • Minimum Certificate III in Individual Support (Aged Care) • Confidence with a smart phone or tablet or the ability to learn • Current First Aid and CPR certificate or the willingness to obtain • A current driver's licence • A national police check or the willingness to obtain one • Two relevant references, including current or most recent manager 			
Relationships			
Internal	CEO Leadership team Finance and Administration Neighbourhood Centre Staff and Volunteers		
External	Clients and community members External service providers		
Role Dimensions			
Decision making:	<ul style="list-style-type: none"> • Use Independent judgement and problem solving on a day-to-day basis. • Apply assessment criteria in line with the philosophy of Wellness and Reablement i.e. finding the service solutions to best support each individual's aspirations to maintain and strengthen their capacity to continue with their activities of daily living, social and community connections. 		
Direct reports:	Nil		
Budget/Expenditure:	Nil		
Declaration			
I confirm that I have read and understood the contents of this Position Description and that I have obtained clarification on any aspect on which I was not clear.			
CEO:		Date:	
Employee:		Date:	